



Job Title: Application Assistance Navigator
Department: Navigation Services
Reports To: Program Director
FLSA Status: Non-Exempt

JOB DESCRIPTION

We seek a compassionate and dedicated **Application Assistance Navigator** to join our team. In this role, you will be responsible for guiding individuals through the application process for various government assistance programs, including **SNAP (Supplemental Nutrition Assistance Program), CHIP (Children's Health Insurance Program), Medicaid, Medicare, County Indigent Programs, Housing Assistance, and other community services**. You will be the primary point of contact for applicants, providing support, answering questions, and ensuring they understand the eligibility requirements and paperwork needed for successful application submission.

If you strongly desire to help others and make a meaningful impact in your community, this is the perfect opportunity for you.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- **Client Support:**
Provide direct, one-on-one assistance to individuals and families seeking government aid programs, ensuring they understand eligibility criteria, required documentation, and application procedures.
- **Application Guidance:**
Assist clients in completing applications for SNAP, Medicaid, CHIP, Housing Assistance, Medicare, and other community-based programs, ensuring accuracy and completeness.
- **Follow-up Support:**
Track the progress of submitted applications, address any issues or delays, and provide ongoing support throughout the application process.
- **Resource Referral:**
Connect clients with additional resources, services, and community organizations to address unmet needs and ensure holistic support for applicants.
- **Confidentiality & Documentation:**
Maintain client confidentiality and document interactions, application status, and any support provided, in line with organizational and legal standards.
- **Outreach & Education:**
Conduct outreach to underserved populations, educating them about available programs and the application process. Host informational workshops or community events to promote access to government assistance programs.
- **Advocacy:**
Act as an advocate for clients by helping them navigate complex bureaucratic processes and ensuring they receive the benefits for which they are eligible.
- **Collaboration:**
Work closely with caseworkers, social service organizations, and other community partners to ensure clients receive comprehensive support.

- **Continuous Learning:** Stay informed about changes in government assistance programs, eligibility criteria, and relevant policies to provide the most up-to-date assistance to clients.

QUALIFICATIONS:

Required:

- High school diploma or equivalent (bachelor's degree in social work, Human Services, or related field preferred).
- Previous experience working in customer service, social services, or a related field, with a focus on assisting individuals in need.
- Strong understanding of government assistance programs such as SNAP, CHIP, Medicaid, Medicare, and Housing Assistance (preferred but not required).
- Exceptional interpersonal skills with a compassionate and empathetic attitude.
- Ability to communicate complex information clearly and effectively, both verbally and in writing.
- Strong organizational skills and attention to detail.
- Ability to handle sensitive information and maintain strict confidentiality.
- Comfort with computer systems and office software (e.g., Microsoft Office, Google Suite).

Preferred:

- Knowledge of local community resources and services.
- Bilingual (Spanish or other languages) is a plus.
- Certified Community Health Worker

CORE COMPETENCIES:

- **Compassion & Empathy:** You genuinely care about people and their well-being, and you're committed to supporting individuals facing barriers to accessing essential services.
- **Problem-solving:** You can navigate complex processes and troubleshooting issues effectively to ensure clients' needs are met.
- **Patience:** You remain calm and patient, especially when working with clients who may be stressed, overwhelmed, or facing difficult situations.
- **Communication Skills:** You can communicate clearly with clients, partners, and team members, simplifying complicated information and offering practical solutions.
- **Cultural Sensitivity:** Respect and understanding for the diverse backgrounds and experiences of the people you serve.